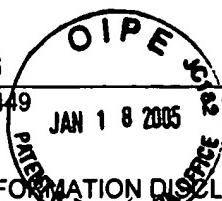




P24306.P06



Sheet 1 of 1

FORM PTO-1449 JAN 18 2005		U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P24306	Application No. 10/736,690
<b>INFORMATION DISCLOSURE STATEMENT</b> <b>TRADEMARK APPLICANT</b> (Use several sheets if necessary)			Applicant Javier B. ARELLANO et al.	
			Filing Date December 17, 2003	Group 2178 2174

## **U.S. PATENT DOCUMENTS**

## **FOREIGN PATENT DOCUMENTS**

**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**

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FORM PTO-1449		U.S. Department of Commerce Patent and Trademark Office					Atty. Docket No. P24306		Application No. 10/736, 690		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)							Applicant Javier B. ARELLANO et al				
							Filing Date December 17, 2003		Group 2178 2174		
<b>U.S. PATENT DOCUMENTS</b>											
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<i>BF</i>		6	4	0	5	1	5	9	06/11/02	BUSHEY et al	
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		5	2	0	6	9	0	3	04/27/93	KOHLER et al	
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		5	3	3	5	2	6	9	08/02/94	STEINLICHT	
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		5	5	1	9	7	7	2	05/21/96	AKMAN et al	
		5	5	3	5	3	2	1	07/09/96	MASSARO et al	
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		5	5	9	4	7	9	1	01/14/97	SZLAM et al	
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		5	6	5	7	3	8	3	08/12/97	GERBER et al	
		5	6	5	9	7	2	4	08/1997	BORGIDA et al	
		5	6	8	4	8	7	2	11/04/97	FLOCKHART et al	
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EXAMINER	<i>Brandon Par</i>					DATE CONSIDERED <i>2/5/2007</i>					
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		JUL 01 2004 PATENT & TRADEMARK OFFICE		
		Applicant Javier B. ARELLANO et al	Filing Date December 17, 2003	Group 2178 2174

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	5	8	8	4	0	2	9	03/1999	BRUSH, II et al			
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BP	1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000;
	2	"Call Center Roundup," Teleconnect, Dec. 1998.
	3	"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, Feb. 1997.
	4	Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994;

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FORM PTO-1449		U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P24306	Application No. 10/736, 690
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		OCT 1 2004 PATENT & TRADEMARK OFFICE	Applicant Javier B. ARELLANO et al	
			Filing Date December 17, 2003	Group 2178-2174

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		5	8	6	4	6	0	5	01/1999	KESHAV			
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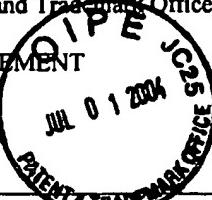
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## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

BP	5	Card, S.K., et al., "The Psychology of Human-Computer Interaction", Hillsdale, NJ: Lawrence Erlbaum (1983);

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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use several sheets if necessary)								 <b>Applicant</b> Javier B. ARELLANO et al		
<b>Filing Date</b> December 17, 2003								<b>Group</b> 2178 2174		
<b>U.S. PATENT DOCUMENTS</b>										
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BP		6	3	8	9	5	3	8	05/2002	GRUSE et al
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		6	2	3	6	9	9	0	05/2001	GELLER et al
		5	7	4	0	5	4	9	04/1998	REILLY et al
		5	2	3	2	4	5	2	06/1994	DICKMAN et al
		5	8	8	9	9	9	2	04/30/99	KOERBER et al
		6	5	6	4	1	9	7	05/2003	SAHAMNI et al
		6	4	1	1	6	8	7	06/2002	BOHACEK et al
		6	3	4	9	2	9	0	02/2002	HOROWITZ et al
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		6	2	6	9	1	5	3	07/2001	CARPENTER et al
BP		6	2	1	2	5	0	2	04/2001	BALL et al
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<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>										
BP		6	Hart, S.G., et al., "Development of the NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research", In P.A. Hancock and N. Meshkati (Eds.), "Human Mental Workload". (pp. 139-183) Amsterdam: North-Holland (1988).							
		7	John, B.E., et al., "Using GOMS for User Interface Design and Evaluation: Which technique?", ACM Transactions on Computer-Human Interaction, 3 (4). 287-319 (1996).							
		8	Shingledecker, C.A., "Operator Strategy: A Neglected Variable in Workload Assessment", The American Psychological Association, Division 21 Symposium on Mental Workload Measurement: The Theory Application Interface, Montreal, Quebec, Canada: American Psychological Association (1980);							
		9	Wei, Z.G., "Mental Load and Performance at Different Automation Levels", The Netherlands: Delft; University. Applicants particularly call the Examiner's attention to pages 28-38 of this document (1997)							
	1 0		Wierwille, W.W., et al., "Recommendations for Mental Workload Measurement in a Test and Evaluation Environment", Human Factors, 35 (2), 263-281 (1993).							
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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use several sheets if necessary)				Applicant Javier B. ARELLANO et al	
				Filing Date December 17, 2003	Group 2178 2174

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER						DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<i>BP</i>		6	1	3	4	3	1	5	10/2000	GALVIN		
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		6	0	5	8	1	7	9	05/2002	SHAFFER et al		
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<i>BP</i>		5	7	5	7	6	4	4	05/26/98	JORGENSEN et al		

## FOREIGN PATENT DOCUMENTS

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<i>BP</i>	1	1	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", <a href="http://www.ameritech.com/corporate/testtown/library/standard/pbx4.html">http://www.ameritech.com/corporate/testtown/library/standard/pbx4.html</a> , 1998.
	1	2	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.
	1	3	KELLNER A. et al., "PADIS – An automatic telephone switchboard and directory information system", <i>Speech Communication</i> , October 1997.
	1	4	CARPENTER et al., "Natural Language Call Routing: a Robust, Self-Organizing Approach," Lucent Technologies Bell Laboratories (1998).
	1	5	"Lucent Technologies announces trial of natural language call routing technology," a press release dated December 3, 1997.
<i>BP</i>	1	6	RICARDI G., et al., "A spoken language system for automated call routing," <i>1997 IEEE International Conference on Acoustics, Speech, and Signal Processing</i> , AT&T Bell Labs.

EXAMINER *Benjamin Park* DATE CONSIDERED *2/5/2007*

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Javier B. ARELLANO et al

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December 17, 2003

Group  
2178-2174

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER						DATE	NAME	CL ASS	SUBCLASS	FILING DATE IF APPROPRIATE	
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		6	0	9	9	3	2	0	08/08/00	PAPADOPoulos			
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BP 1 7 "ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center,  
BP http://www.call-center.net/ivr-series.htm.

EXAMINER *Beach Ranch* DATE CONSIDERED *2/5/2007*

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Applicant  
Javier B. ARELLANO et al

Filing Date  
December 17, 2003

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2178 2174

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
BP	2002	/ 0 1 3 3 3 9 4	09/19/02	BUSHEY et al			
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		6 1 6 6 7 3 2	12/2000	MITCHELL et al			
BP		6 2 0 1 9 4 8	03/2001	COOK et al			
BP		6 4 4 8 9 8 0	09/2002	KUMAR et al			

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	1	9	"Products & Services - Interactive Voice Response (IVR)" Prairie Systems, <a href="http://www.prairiesys.com/PSI/p_s_interactive_sol.htm">http://www.prairiesys.com/PSI/p_s_interactive_sol.htm</a> .
	2	0	"RVS Voice", iMessaging Systems, Inc., <a href="http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm">http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm</a> .
	2	1	"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, < <a href="http://www.innmug.org/information/kirvan.html">http://www.innmug.org/information/kirvan.html</a> >, which was published in the December, 2000 issue of InnTouch;
	2	2	KOBAYASHI, K., "Information Presentation based on Individual User Interests," 1998, <u>Second</u> International Conference, IEEE, pp. 375-383;
	2	3	SGOUROS, N., "Dynamic Dramatization of Multimedia Story Presentations", 1997 ACM, pp. 87-94.
	2	4	MURTAUGH, M., "The Automatist Storytelling System," 1996 Massachusetts Institute of Technology, Masters Thesis.
	2	5	BROOKS, K. M., "Do Agent Stories Use Rocking Chairs: The Theory and Implementation of One Model for Computational Narrative," <u>Proceedings of the Fourth ACM International Multimedia Conference on Intelligent</u> <u>User Interfaces</u> , ACM Press 1996.
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	2	7	SZEKELY, P., "Retrospective and Challenges for Model-Based Reasoning," USC Information Sciences Institute, Marina del Rey, CA, 1996.
BP	2	8	STANFILL, C., et al., "Toward Memory-Based Reasoning," <u>Communications of the ACM</u> , Vol. 29, NO. 12, ACM Press, December 1986.

EXAMINER Javier B. Arellano DATE CONSIDERED 2/5/2007

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								OIA SEP 20 2004 PATENT & TRADEMARK OFFICE U.S. DEPARTMENT OF COMMERCE			
		INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)						Applicant Javier B. ARELLANO et al.			
								Filing Date December 17, 2003		Group 2178-2174	

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	2004/	0	0	3	2	9	3	5	MILLS et al.				
	2004/	0	0	4	2	5	9	2	KNOTT et al.				
	2004/	0	0	0	6	4	7	3	MILLS et al.				
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		5	8	7	3	0	6	8	BEAUMONT et al.				
		5	9	0	5	7	7	4	TATCHELL et al.				
		5	9	6	3	9	6	5	VOGEL				
		6	0	2	6	3	8	1	BARTON III et al.				
		6	0	3	2	1	2	9	GREEF et al.				
		6	0	3	5	2	8	3	ROFRANO				
		6	0	3	8	5	6	0	WICAL				
		6	0	5	8	4	3	5	SASSIN et al.				
		6	1	6	0	8	7	7	TATCHELL et al.				
BP		6	2	1	9	6	6	5	SHIOMI				

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER						DATE	COUNTRY		CLASS	SUBCLASS	TRANSLATION YES NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER <i>Bianclor Path</i>	DATE CONSIDERED <i>2/5/2007</i>
*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449		U.S. Department of Commerce Patent and Trademark Office		Atty. Docket No. P24306	Application No. 10/736,690
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		SEP 20 2004 PATENT & TRADEMARK OFFICE		Applicant Javier B. ARELLANO et al.	
				Filing Date December 17, 2003	Group 2178-2179

## U.S. PATENT DOCUMENTS

EXAMINER INITIALS		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
BP		6 2 3 0 1 9 7	05/08/01	BECK et al.			
		6 2 4 3 3 7 5	06/05/01	SPEICHER			
		6 2 4 9 5 7 9	06/19/01	BUSHNELL			
		6 2 7 8 9 7 6	08/21/01	KOCHIAN			
		6 2 8 9 0 8 4	09/11/01	BUSHNELL			
		6 2 9 2 9 0 9	09/18/01	HARE			
		6 2 9 6 3 7 6	10/02/01	KONDO et al.			
		6 3 0 8 1 7 2	10/23/01	AGRAWAL et al.			
		6 3 3 6 1 0 9	01/01/02	HOWARD			
		6 3 5 3 8 2 5	03/05/02	PONTE			
		6 3 5 7 0 1 7	03/12/02	BEREITER et al.			
		6 3 6 6 8 7 9	04/02/02	COXHEAD et al.			
		6 3 7 4 2 6 0	04/16/02	HOFFERT et al.			
		6 4 0 0 8 0 7	06/04/02	HEWITT et al.			
		6 4 0 5 1 4 9	06/11/02	TSAI et al.			
		6 4 0 5 1 7 0	06/11/02	PHILLIPS et al.			
		6 4 3 4 7 1 4	08/13/02	LEWIS et al.			
Y		6 5 1 6 0 5 1	02/04/03	SANDERS			
BP		6 5 9 8 0 2 2	07/22/03	YUSCHIK			

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES      NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)


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